**Amendments to the Claims:**

The listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1.    (Currently Amended) A system, the system comprising:

a first logic unit to provide a list of service providers via an Internet connection to a user,

indicating the a real-time availability and a rate of each service provider of the service providers

that provider;

a second logic unit to receive the user's a selection of a service provider from the list of

service providers;

a third logic unit to attempt to establish a real-time communications connection between

the user and a selected to the service provider; and

a fourth logic unit to search a database of alternate service providers for an alternate

service provider based on a pre-established set of criteria and to offer the user an option of

connecting with the an alternate service provider.

2.    (Currently Amended) The system of claim 1, wherein the fourth logic unit

presents the alternate service provider if connection to the user fails to connect with the selected

service provider fails.

3.    (Currently Amended) The system of claim 1, wherein the fourth logic unit

presents the alternate service provider after the user has completed a communication is completed

with the selected service provider.

4.    (Original) The system of claim 1, wherein the service provider is an information

provider.